

Application No. 10/002,744  
Amendment filed with RCE

Customer No. 01933

**Listing of Claims:**

1. (Currently Amended) A technical support system  
comprising:

a service information portal section which provides web  
pages as information input and output interfaces;

5 a knowledge base section which stores various claim reports  
and solutions which correspond to the claim reports and which are  
provided by engineers; and

a claim handling section which searches said knowledge base  
section for solutions which match a claim content input to a  
10 client web page;

wherein said claim handling section is configured to  
perform:

an ordinary search of collecting the claim reports from  
said knowledge base section based on product information, which  
15 includes at least a product model and an identification of a  
problem and which is input as the claim content, and

an extended search of (i) extracting predetermined  
items of claim definition information, each in a standard term,  
from claim details input as the claim content in a format  
20 substantially similar to natural language, by referring to at  
least one synonym table which converts synonymous terms having  
a same technical meaning into the standard term, and (ii) then

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deriving a reduced number of solution candidates, based on a  
combination of the extracted items of claim definition  
25 information, from the claim reports obtained in the ordinary  
search, and

issuance of a new claim report to be produced using a  
report assisting module when no solution matching the claim  
content is found in the knowledge base section when the ordinary  
30 search and the extended search are performed.

2. (Previously Presented) The technical support system  
according to claim 1, wherein said claim handling section is  
configured to check for a missing item of the product information  
based on the extracted items of claim definition information, and  
5 to fill in the missing item of the product information with the  
standard term for the corresponding item of claim definition  
information.

3. (Previously Presented) The technical support system  
according to claim 2, wherein said claim handling section is  
configured to check for an error item of the product information  
based on the extracted items of claim definition information, and  
5 requires confirmation as to whether the product information is  
correct, when the claim definition information is inconsistent  
with the product information.

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4. (Previously Presented) The technical support system according to claim 1, wherein said claim handling section is configured to check for an error item of the product information based on the extracted items of claim definition information, and  
5 requires confirmation as to whether the product information is correct, when the claim definition information is inconsistent with the product information.

5. (Previously Presented) The technical support system according to claim 1, wherein said at least one synonym table comprises a synonym table which is referred to in the extended search to convert synonymous terms indicative of a problem into a single standard term.

6. (Previously Presented) The technical support system according to claim 1, wherein said at least one synonym table comprises a synonym table which is referred to in the extended search to convert synonymous terms indicative of a unit  
5 corresponding to a problem occurring position into a single standard term.

7. (Previously Presented) The technical support system according to claim 1, wherein said at least one synonym table

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comprises a synonym table which is referred to in the extended  
search to convert synonymous terms indicative of a cause of a  
5 problem into a single standard term.

8. (Previously Presented) The technical support system  
according to claim 1, wherein said at least one synonym table  
comprises a synonym table which is referred to in the extended  
search shown to convert synonymous terms indicative of a  
5 treatment for a problem into a single standard term.

9. (Currently Amended) A recording medium with a program  
recorded thereon for a technical support system server comprising  
a service information portal section which provides web pages as  
an information input and output interfaces, a knowledge base  
5 section which stores various claim reports and solutions which  
correspond to the claim reports and which are provided by  
engineers, and a claim handling section which searches said  
knowledge base section for solutions which match a claim content  
input to a client web page, said program being executable to  
10 cause said claim handling section to perform:

an ordinary search of collecting the claim reports from  
said knowledge base section based on product information, which  
includes at least a product model and an identification of a  
problem and which is input as the claim content, and

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15           an extended search of (i) extracting predetermined  
items of claim definition information, each in a standard term,  
from claim details input as the claim content in a format  
substantially similar to natural language, by referring to at  
least one synonym table which converts synonymous terms having  
20   a same technical meaning into the standard term, and (ii) then  
deriving a reduced number of solution candidates, based on a  
combination of the extracted items of claim definition  
information, from the claim reports obtained in the ordinary  
search, and  
25           issuance of a new claim report to be produced using a  
report assisting module when any solution which matches the claim  
content is not found in the knowledge base section as a result of  
the ordinary search and the extended search.

10. (Previously Presented) The recording medium according  
to claim 9, wherein said program is executable to cause said  
claim handling section to check for a missing item of the product  
information based on the extracted items of claim definition  
5   information, and to fill in the missing item of the product  
information with the standard term for the corresponding item of  
claim definition information.

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11. (Previously Presented) The recording medium according to claim 9, wherein said program is executable to cause said claim handling section to check for an error item of the product information based on the extracted items of claim definition information, and requires confirmation as to whether the product information is correct, when the claim definition information is inconsistent with the product information.

12. (Currently Amended) A technical support method using a knowledge base section which stores various claim reports and solutions which correspond to the claim reports and which are provided by engineers, said method comprising:

performing an ordinary search by collecting claim reports; extracting predetermined items of claim definition information, each in a standard term, from claim details input as claim content in a format substantially similar to natural language by referring to at least one synonym table which converts synonymous terms having a same technical meaning into the standard term; and

performing an extended search by deriving a reduced number of solution candidates, based on a combination of the extracted items of claim definition information, from the claim reports obtained in the ordinary search; and

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issuing a new claim report to be produced using a report assisting module when no solution matching the claim content is found in the knowledge base section when the ordinary search and the extended search are performed.

13. (Previously Presented) The technical support method according to claim 12, further comprising:

checking for a missing item of the product information based on the extracted items of claim definition information; and

5 filling in the missing item of the product information with the standard term for the corresponding item of claim definition information.

14. (Previously Presented) The technical support method according to claim 12, further comprising:

checking for an error item of the product information based on the extracted items of claim definition information; and

5 requiring confirmation as to whether the product information is correct when the claim definition information is inconsistent with the product information.